



COUNTY OF LOS ANGELES
OFFICE OF THE COUNTY COUNSEL

648 KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET
LOS ANGELES, CALIFORNIA 90012-2713

TELEPHONE
(213) 974-1801
FACSIMILE
(213) 626-7446
TDD
(213) 633-0901

ROBERT E. KALUNIAN
Acting County Counsel

July 31, 2009

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

**Re: REQUEST TO AMEND INFORMATION TECHNOLOGY
SUPPORT SERVICES MASTER AGREEMENT (ITSSMA)
WORK ORDER N04-0582 FOR THE SIMPLE NOTICE
APPLICATION (SNAP) ENHANCEMENT AND
MAINTENANCE**

Dear Supervisors:

This is to advise you of our intent to request the Internal Services Department (ISD) to extend the term of ITSSMA Work Order N04-0582 with Logic House, LTD from August 31, 2009 to February 2010, and increase the maximum Work Order amount from \$299,999 to \$365,999, reflecting an increase of \$66,000.

In accordance with ITSSMA guidelines, prior notice to your Board is required because execution of this amendment will cause Work Order N04-0582 to exceed \$300,000.

BACKGROUND

The Office of the County Counsel hired a contract programmer under ITSSMA Work Order N04-0582 to develop the Simple Notice Application (SNAP). The application was designed by County Counsel to assist the Department of Children and Family Services with generating hearing notices for parties in Dependency Court. Continuances due to faulty hearing notices cost Los Angeles County approximately \$16,000,000 per year in additional foster care costs, and staff hours to generate new hearing notices.

The contract programmer performing under Work Order N04-0582 has been involved in all phases of the project including specification gathering, initial design, laboratory and beta testing, pilot testing, and system revisions based on end user needs. Notice continuances in the first two months of pilot testing SNAP were drastically reduced. County Counsel is drawing on the contract programmer's unique experience with our end users and technical expertise to assist with the countywide implementation of SNAP.

Work Order N04-0582 was competitively bid and awarded in April 2007 for a maximum total amount of \$65,000. The Work Order was amended in October 2007 to extend the term to August 2009, and increase the dollar amount to not exceed \$299,999.

JUSTIFICATION

Currently, we are in the pilot testing and system enhancement phase for SNAP. Amending this Work Order would allow our current contract programmer to continue with system revisions based on feedback from our pilot groups, develop a custom interface for the Department of Probation, and troubleshoot any problems with the application. Rebidding this Work Order would require a considerable amount of time for a new programmer to become familiar with SNAP which would delay the deployment of the system resulting in a substantial increase in cost to the County due to faulty hearing notices.

FINANCIAL IMPACT

The contractor's hourly rate will remain the same during the extended term. The increased cost of the Work Order will be \$66,000. This additional funding will increase the total maximum amount of this project to \$365,999. Sufficient funds are available in our Fiscal Year 2009/10 budget.

CLOSING

Consistent with ITSSMA policies and procedures, we are hereby informing your Board of our intent to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board within two weeks, we will request ISD to proceed with the Work Order amendment.

This is our final request to extend this Work Order. If further assistance is required to implement SNAP, we will request ISD to rebid the project.

The Honorable Board of Supervisors
July 31, 2009
Page 3


Please contact Brenda Washington of my staff at (213) 974-1962, if you have any questions.

Respectfully submitted,



ROBERT E. KALUNIAN
Acting County Counsel

Noted and Approved:



RICHARD SANCHEZ
Acting Chief Information Officer

REK:bw

c: Chief Executive Officer
Executive Officer, Board of Supervisors
Internal Services Department